MULLER MARTINI

Your Business. Empowered.

Muller Martini

MPOWER

Customer Service Web Site

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Overview

Muller Martini MPOWER Website

https://Mpower.mullermartiniusa.com

Welcome to the new Muller Martini MPOWER Web Site. Muller Martini is committed to providing the best customer service in the industry. This site is designed to enhance the service offering to Muller Martini Customers.

Muller Martini MPOWER gives you access to ***your*** company data: ***your*** parts orders, ***your*** machine orders, ***your*** equipment list and ***your*** service call history. It allows you to:

- place parts orders or enter a parts quote online and track the order through delivery
- check parts availability and pricing
- find documentation online
- review your service history, request service or technical phone support

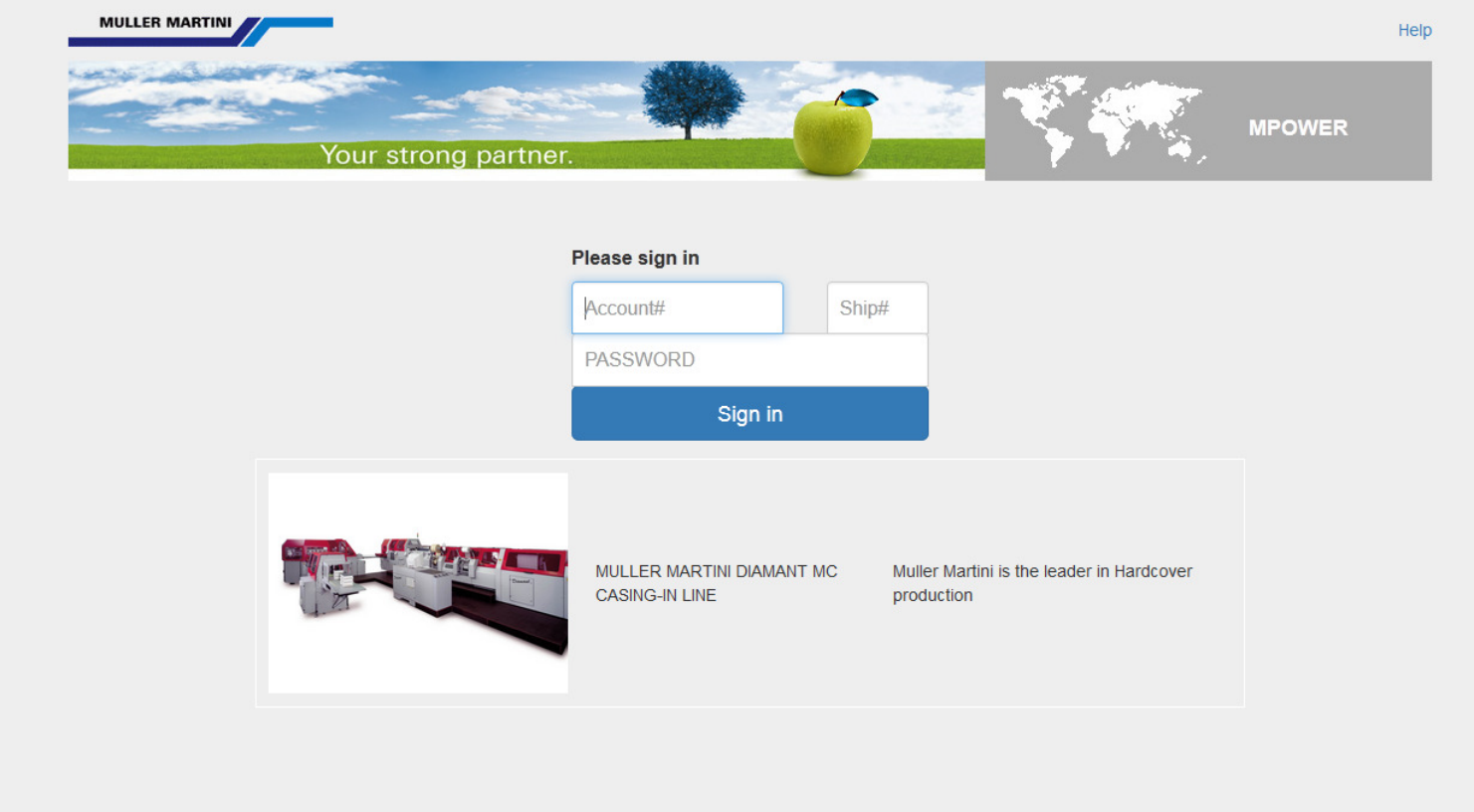
Once again Muller Martini leads the way with:

The best customer service web site in the industry!

Login

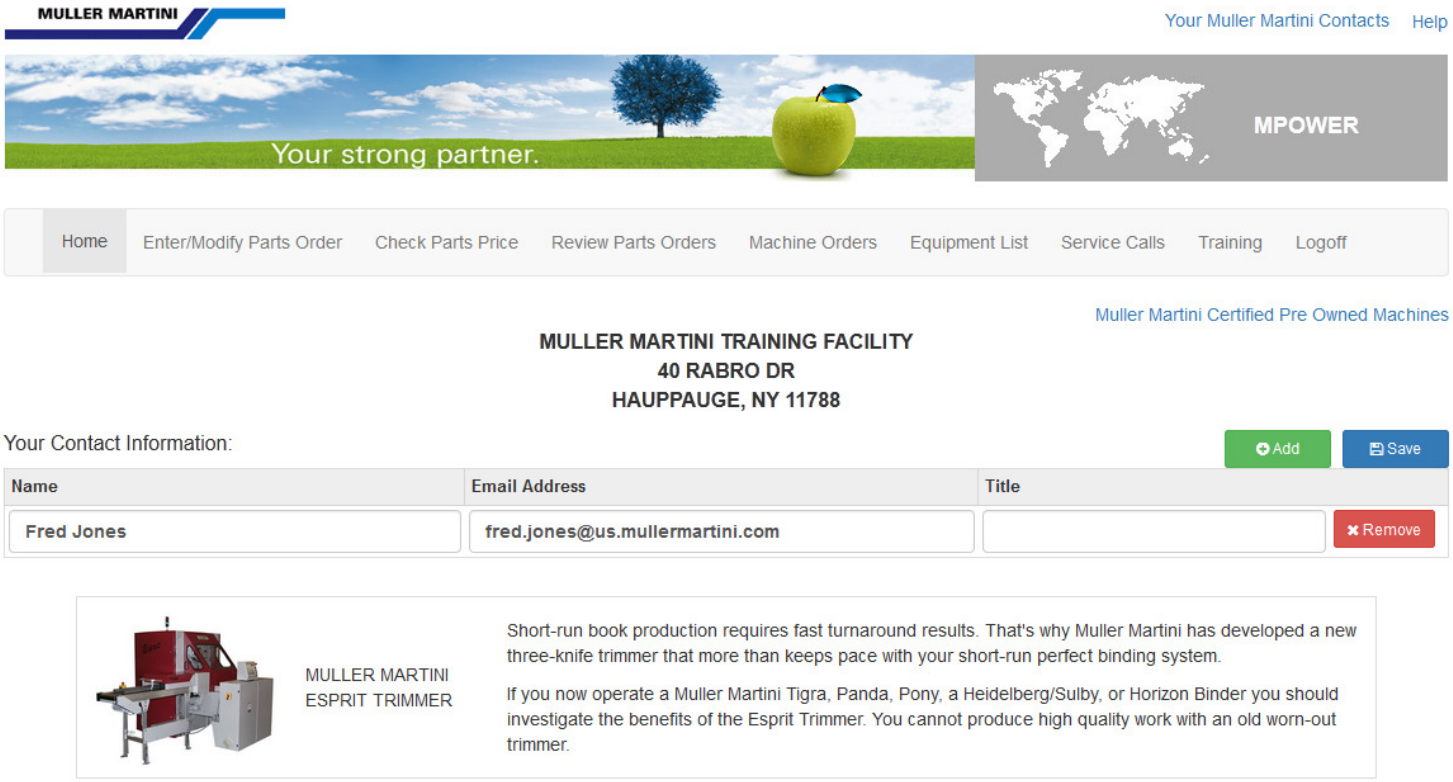
Login - Login using your assigned **Account Number, Shipto Number and Password**, then click on the Signin Button. Your account/password information will be verified and a secure connection will be established.

If you have lost or forgotten your Password please call 1-888-2-Muller and connect to the Parts Department for assistance.



Main Menu

Once you are logged in you will see the Main Menu. You are connected via a secure connection to the MPOWER server. To keep this connection secure please use the navigation buttons supplied on the screen. Each screen has a programmed Back button for you to use. If you do accidentally use the browser back button please click on the browser reload button.


MULLER MARTINI
Your Muller Martini Contacts
Help
Your strong partner.
MPOWER
Home
Enter/Modify Parts Order
Check Parts Price
Review Parts Orders
Machine Orders
Equipment List
Service Calls
Training
Logoff
Muller Martini Certified Pre Owned Machines
MULLER MARTINI TRAINING FACILITY
40 RABRO DR
HAUPPAUGE, NY 11788
Your Contact Information:
Add
Save
Name
Email Address
Title
Fred Jones
fred.jones@us.mullermartini.com
Remove
MULLER MARTINI
ESPRIT TRIMMER
Short-run book production requires fast turnaround results. That's why Muller Martini has developed a new three-knife trimmer that more than keeps pace with your short-run perfect binding system.
If you now operate a Muller Martini Tigra, Panda, Pony, a Heidelberg/Sulby, or Horizon Binder you should investigate the benefits of the Esprit Trimmer. You cannot produce high quality work with an old worn-out trimmer.

Main Menu- After you have successfully logged into the system you will see the Muller Martini Online Main Menu. From this menu you can:

- **Enter/Modify a Parts Order or Create a Parts Quote**
- **Check Parts Prices/Availability**
- **Review Past Parts Orders and Track Shipments**
- **Review Machine Orders**
- **Review your list of installed Muller Martini Equipment and Obtain Online Documentation**
- **Review your past Muller Martini Service Calls and Request Service**
- **See your Muller Martini Contact Information**

Enter a Parts Order

Select the Machine for the parts order

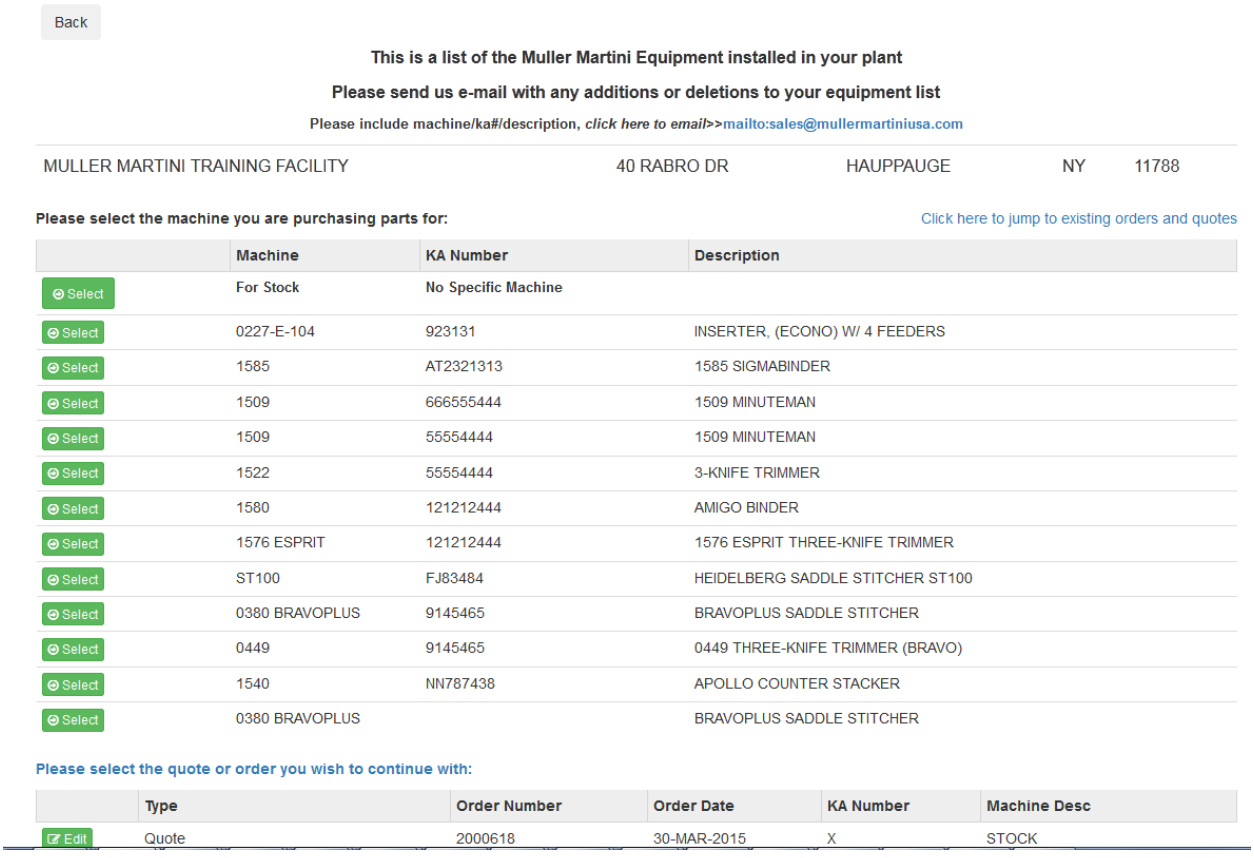
It is important for you to identify the **machine model number and serial number** (KA#) that you are ordering the parts for. Muller Martini will use this information to insure you are getting the proper parts for your machine. The list of Muller Martini machines installed in your plant will appear.

Please pick the machine from this list.

If you are ordering stock parts you can select **Stock Parts-No Specific machine** from the list.

If you do not see your machine in this list please click on the **e-mail link** to let us know the machine model number and serial number. We will add this machine to your equipment list.

Click the **SELECT** button next to the appropriate machine.



Back

This is a list of the Muller Martini Equipment installed in your plant

Please send us e-mail with any additions or deletions to your equipment list

Please include machine/ka#/description, *click here to email*>>mailto:sales@mullermartiniusa.com

MULLER MARTINI TRAINING FACILITY 40 RABRO DR HAUPPAUGE NY 11788

Please select the machine you are purchasing parts for: Click here to jump to existing orders and quotes

	Machine	KA Number	Description
Select	For Stock	No Specific Machine	
Select	0227-E-104	923131	INSERTER, (ECONO) W/ 4 FEEDERS
Select	1585	AT2321313	1585 SIGMABINDER
Select	1509	666555444	1509 MINUTEMAN
Select	1509	55554444	1509 MINUTEMAN
Select	1522	55554444	3-KNIFE TRIMMER
Select	1580	121212444	AMIGO BINDER
Select	1576 ESPRIT	121212444	1576 ESPRIT THREE-KNIFE TRIMMER
Select	ST100	FJ83484	HEIDELBERG SADDLE STITCHER ST100
Select	0380 BRAVOPLUS	9145465	BRAVOPLUS SADDLE STITCHER
Select	0449	9145465	0449 THREE-KNIFE TRIMMER (BRAVO)
Select	1540	NN787438	APOLLO COUNTER STACKER
Select	0380 BRAVOPLUS		BRAVOPLUS SADDLE STITCHER

Please select the quote or order you wish to continue with:

	Type	Order Number	Order Date	KA Number	Machine Desc
Edit	Quote	2000618	30-MAR-2015	X	STOCK

Modify a Parts Order or Update a previous Quote

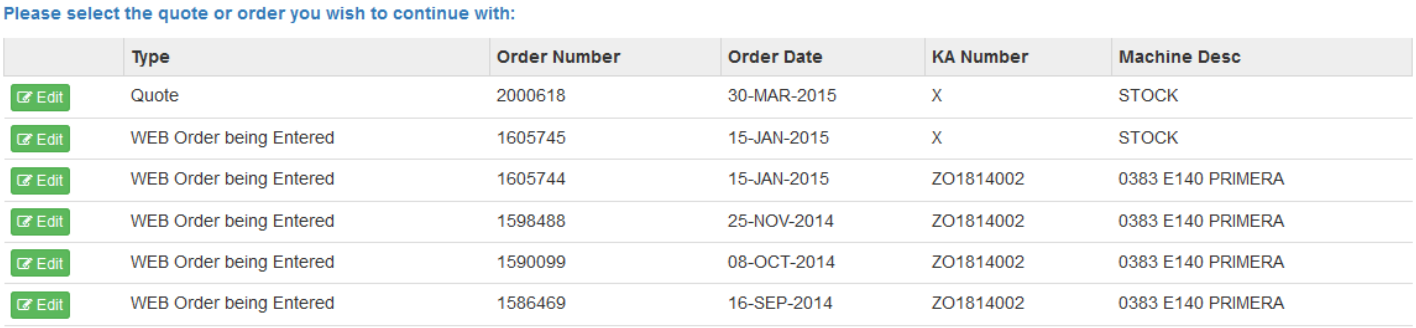
Select the order to Modify

You can modify orders if:

- The order has not been processed through the system
- You lost your connection in the middle of processing an order
- You saves the order as a quote

Orders in process will show on the bottom of the screen where you select the machine for the parts order. Simply click the **Edit** button next to the order number to modify the Order or Quote.

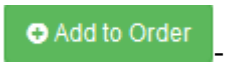
You can also turn a quote into an order using this option



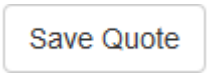
Enter a Parts Order

Icons:

- remove the part from the order, remove an email address or remove a credit card

 - Add this part to the order

-Save the order and proceed to Checkout

 - Save as a quote so you can come back later to modify or turn into an order

- Add a new email address to your account

- Add a new credit card to your account

-Save and accept the order from processing. This button is on the order confirmation screen.

- Select the machine that needs parts

-Edit the Quote or Order in process

Header information

Enter your purchase order number, the name of the person the parts should be shipped to and how you want the parts shipped. If you select a collect shipment type to use your shipping account number for FEDEX or UPS the system will select it from our data base.

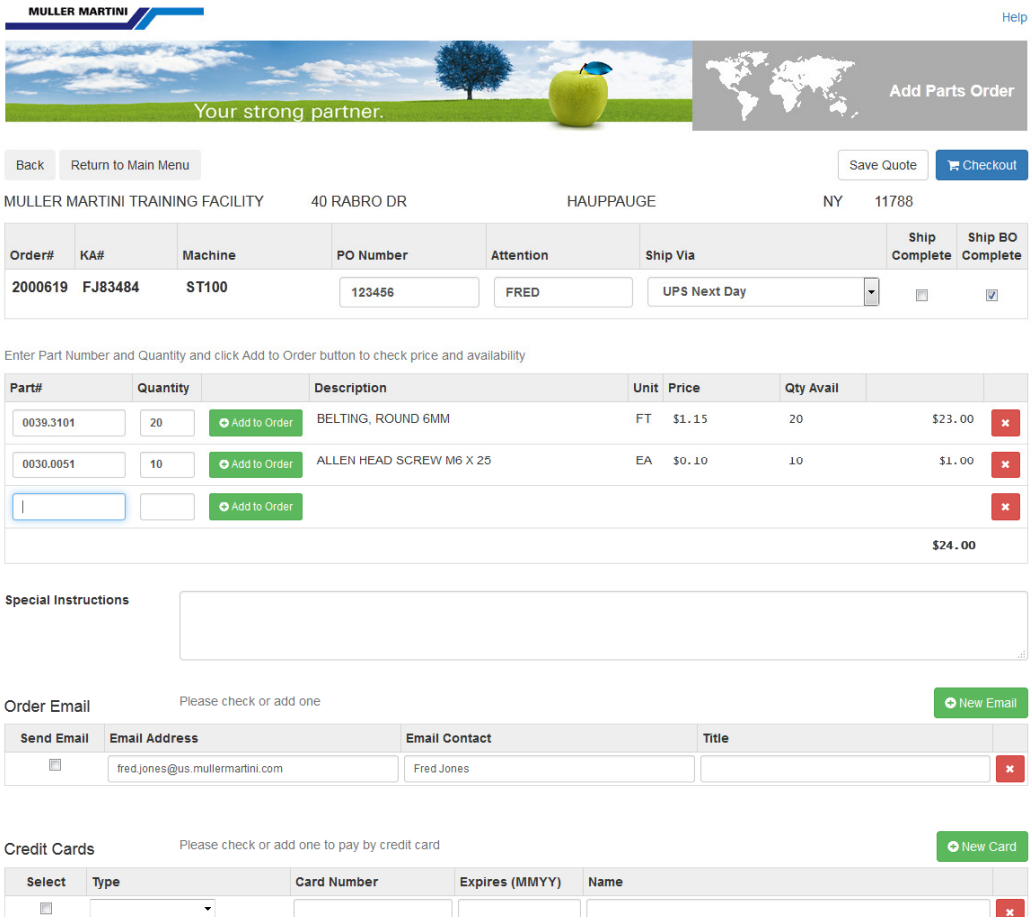
Select whether you want this order shipped complete or ship what is in stock and ship any backorder items later. You also have the option to ship all backorders in one shipment.

Select Order Contact

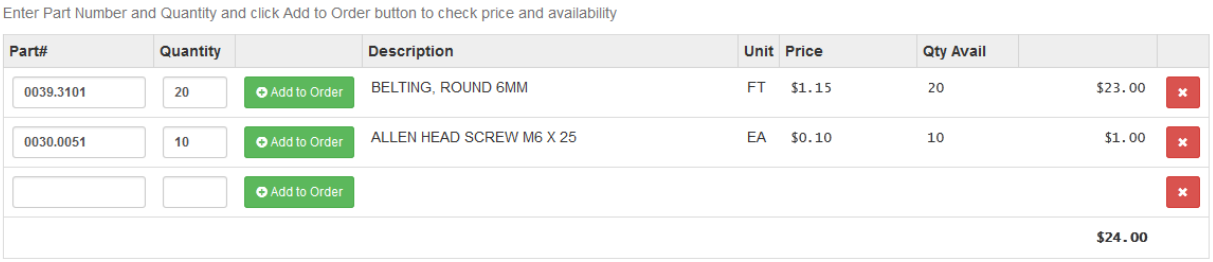
Select from your company contact list the person who should receive the order confirmation and shipment confirmation e-mails. We can only send e-mail to one contact.

Credit Cards

If you use Credits Card for parts purchases you can select the card from the list of purchasing cards on your account.



Enter Part Numbers



Enter your first **part number** and **quantity** and **click on the Add to Order button** Add to Order.
The system will check for available stock and display current price and the quantity available for shipment.

Enter part numbers as they appear in the parts book. For example:

0020.1020

To add another part to this order simply enter your second part number and Quantity and click the **Add to Order** button.

Other Part Number tips

Hoerauf Parts such as 01.1.759-123.123 enter as H 759123123

Old VBF Part numbers enter as V 100-092-60

Repeat this process for all your required parts

Delete a Part from the Order

To delete a part from the order click on the remove button on the right side of the part line.

Save the Order

Once finished Click the **Checkout** button Checkout. A screen showing the entire order will appear.

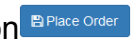
Save as a Quote

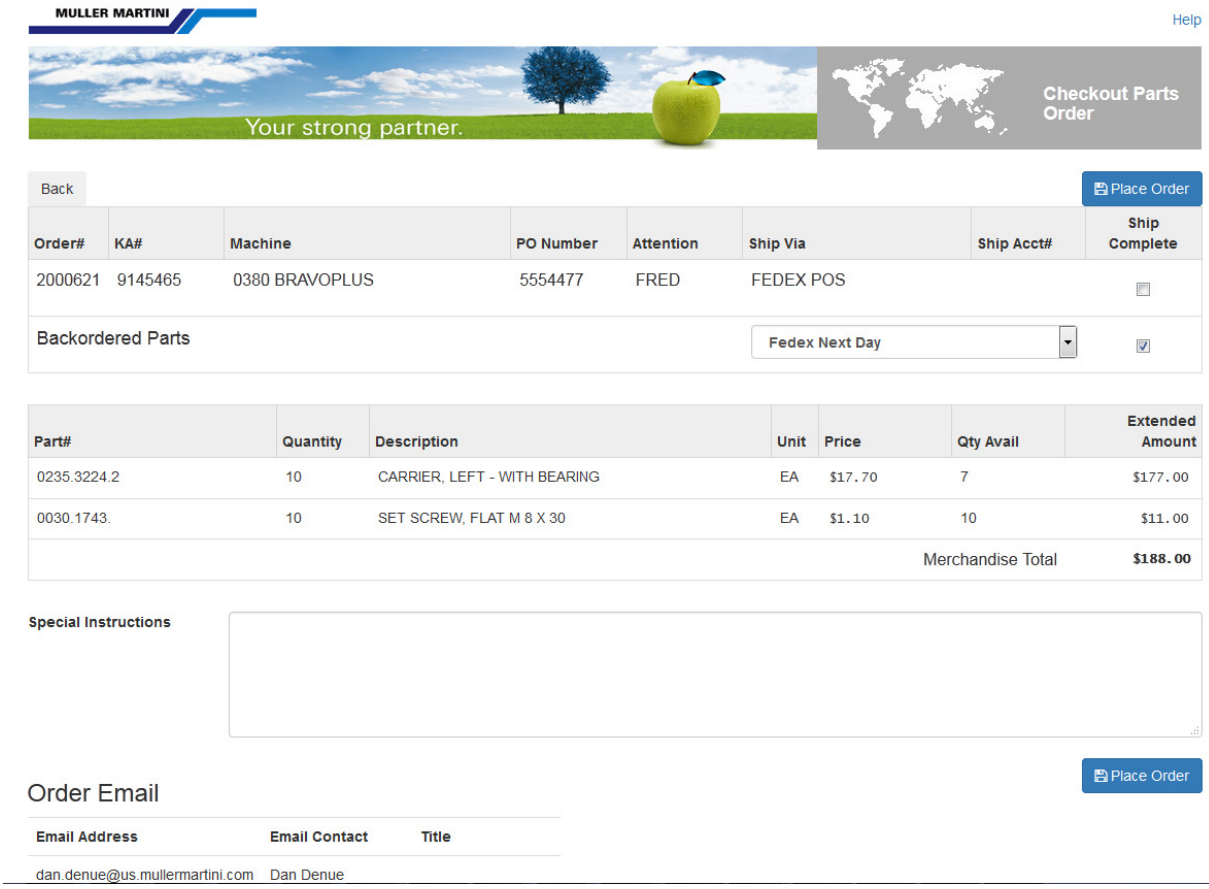
Once finished Click the **Save Quote** button Save Quote. A message will appear shoeing the quote number for future reference

Confirm and Accept the Order

This screen shows the entire order for your review. Please review:

-The part numbers and quantities ordered
-Your Purchase Order Number
-Your shipping contact name
-The shipping method
-Your contact information
-Credit Card info is correct

Once you are satisfied that the order is correct click the **Place Order** button 


MULLER MARTINI
Help
Your strong partner.
Checkout Parts Order
Back
Place Order
Order# KA# Machine PO Number Attention Ship Via Ship Acct# Ship Complete
2000621 9145465 0380 BRAVOPLUS 5554477 FRED FEDEX POS
Backordered Parts
Fedex Next Day
Part# Quantity Description Unit Price Qty Avail Extended Amount
0235.3224.2 10 CARRIER, LEFT - WITH BEARING EA $17.70 7 $177.00
0030.1743. 10 SET SCREW, FLAT M 8 X 30 EA $1.10 10 $11.00
Merchandise Total $188.00
Special Instructions
Place Order
Order Email
Email Address Email Contact Title
dan.denue@us.mullermartini.com Dan Denue

This will send the order for processing at our Parts and Service Center. You will receive an order confirmation email immediately and a shipment e-mail when the order is processed.

Check Parts Prices and Availability

Enter the part number as they appear in the parts book. For example:

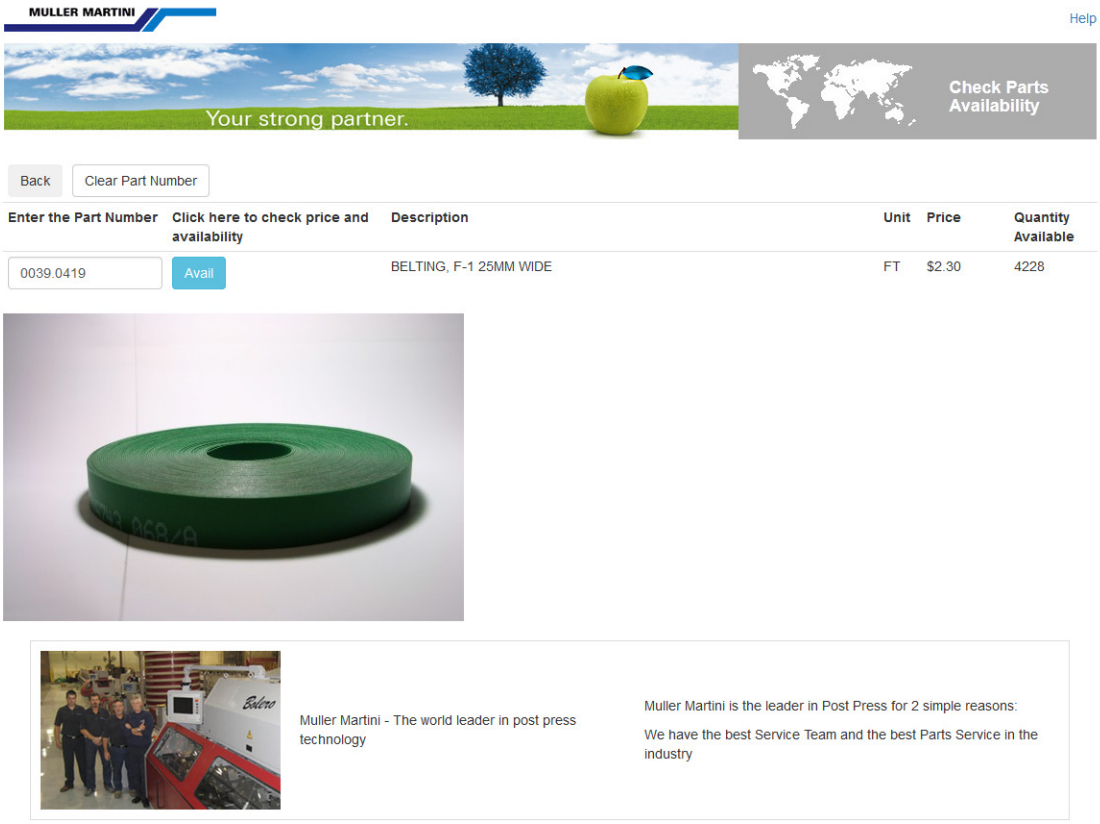
0020.1020

Other Part Number tips

Hoerauf Parts such as 01.1.759-123.123 enter as H 759123123

Old VBF Part numbers enter as V 100-092-60

Click on the AVAIL button and the current price, quantity and an image of the partavailable will appear.



To check availability on another part click on the **Clear Part Number button** and repeat the process described above.

Click the **Back Button** to return to the Main Menu

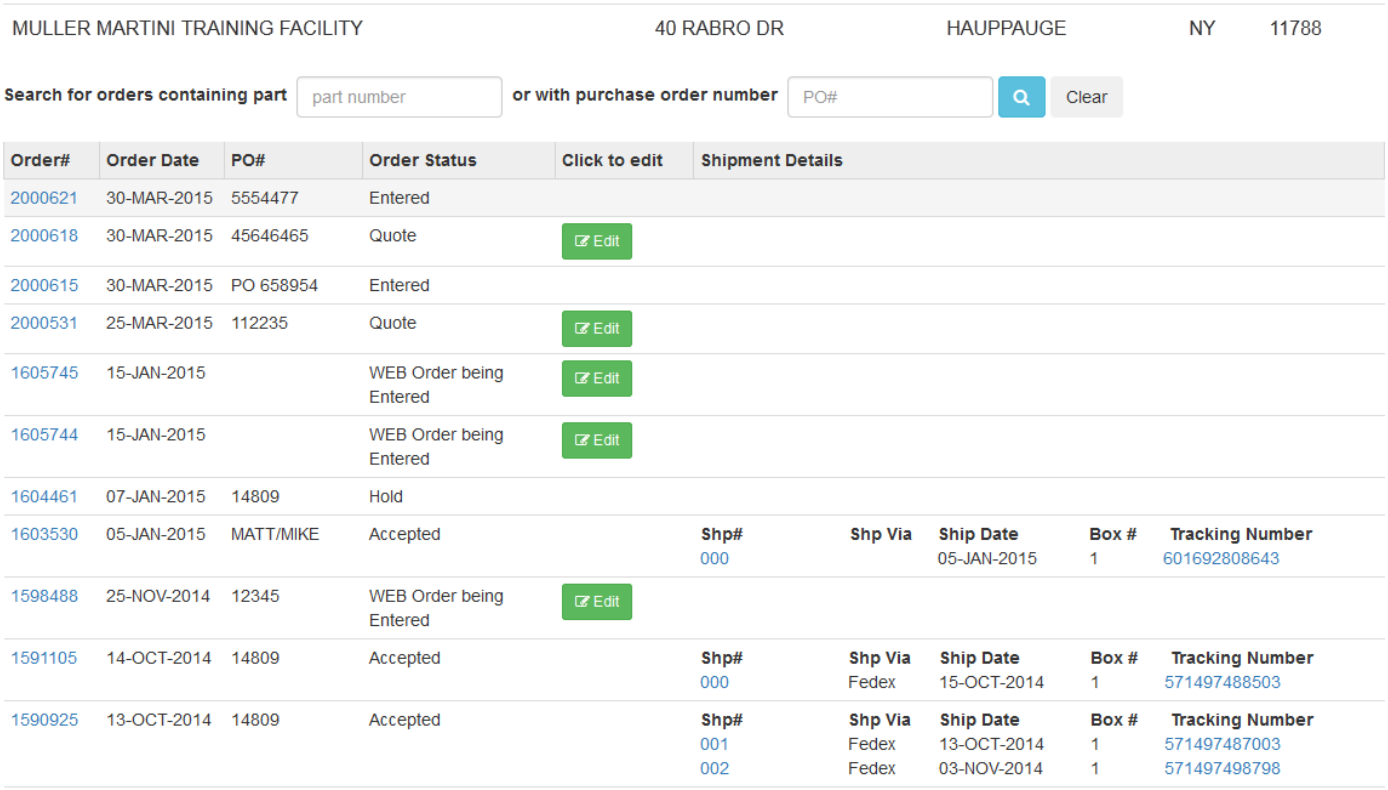
Review Parts Orders and Modify Quotes

You can review all of your parts orders for the past 2 years. A list of your parts orders will appear with the most current orders sorting first.

The first screen shows the list of your orders. Each order can have one or more shipments and each shipment can have one or more boxes. The tracking numbers for the shipments are on the box level so you may see multiple tracking numbers for an order.

You can see detail information about the order by **clicking on the highlighted Order Number**.

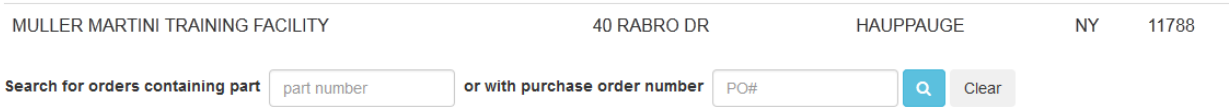
You can see detail information about a particular shipment by **clicking on the highlighted Shipment Number.**


MULLER MARTINI TRAINING FACILITY
40 RABRO DR
HAUPPAUGE
NY
11788
Search for orders containing part
part number
or with purchase order number
PO#
Clear
Order# | Order Date | PO# | Order Status | Click to edit | Shipment Details
2000621 | 30-MAR-2015 | 5554477 | Entered
2000618 | 30-MAR-2015 | 45646465 | Quote | Edit
2000615 | 30-MAR-2015 | PO 658954 | Entered
2000531 | 25-MAR-2015 | 112235 | Quote | Edit
1605745 | 15-JAN-2015 | | WEB Order being Entered | Edit
1605744 | 15-JAN-2015 | | WEB Order being Entered | Edit
1604461 | 07-JAN-2015 | 14809 | Hold
1603530 | 05-JAN-2015 | MATT/MIKE | Accepted | Shp# 000 | Shp Via | Ship Date 05-JAN-2015 | Box # 1 | Tracking Number 601692808643
1598488 | 25-NOV-2014 | 12345 | WEB Order being Entered | Edit
1591105 | 14-OCT-2014 | 14809 | Accepted | Shp# 000 | Shp Via Fedex | Ship Date 15-OCT-2014 | Box # 1 | Tracking Number 571497488503
1590925 | 13-OCT-2014 | 14809 | Accepted | Shp# 001 002 | Shp Via Fedex Fedex | Ship Date 13-OCT-2014 03-NOV-2014 | Box # 1 1 | Tracking Number 571497487003 571497498798

You can track the package by **clicking on the highlighted tracking number**

Review Parts Orders and Modify Quotes

Search



You can search your orders by part number or by your PO number

Modify Quotes or Orders in Process

You can Edit Orders that are in process or Quotes from this screen. Any order that is in a status that allows editing will have an Edit button. Click the Edit button

to modify an order or process a quote into an order.

Order#	Order Date	PO#	Order Status	Click to edit
2000621	30-MAR-2015	5554477	Entered	
2000618	30-MAR-2015	45646465	Quote	Edit
2000615	30-MAR-2015	PO 658954	Entered	
2000531	25-MAR-2015	112235	Quote	Edit
1605745	15-JAN-2015		WEB Order being Entered	Edit
1605744	15-JAN-2015		WEB Order being Entered	Edit

Review Machine Orders

You can see all of your Machine Orders for the past 4 years. The orders will be sorted with the most current orders first. Click on the **Detail** button to see shipment information

Order#	Order Date	Machines	Order Status	
6443 - 00	23-SEP-2010		SHIPPED	Detail
6288 - 00	18-FEB-2010		SHIPPED	Detail

Megalife knives will give you higher quality and longer knife life.

Contact a parts specialist today at 1-888-2-MULLER.

Review Equipment

This screen will list all of the Muller Martini equipment installed in your plant.

The parts manuals, operator manuals and electrical schematics for your machine type is available from this screen.

Parts Book - Click on parts manuals to see a list of parts manuals for this machine type

Oper Manual - Click on Oper Manuals button to see a list of operator manuals for this machine type

Schematic - Click Schematic to see a list of schematics for this machine type.

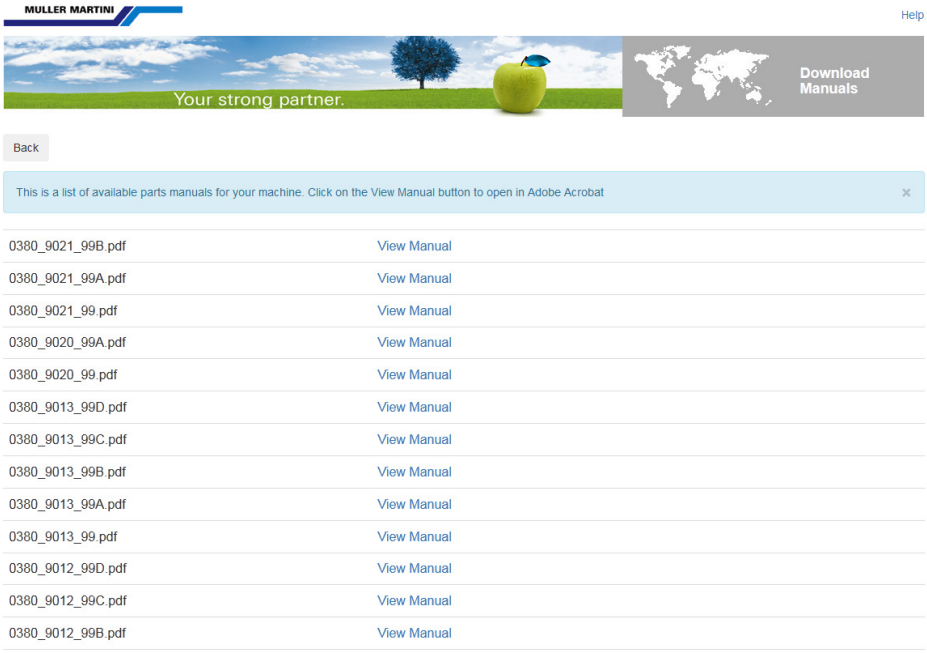
Back

Machine	KA Number	Description	Download Manuals		
0227-E-104	923131	INSERTER, (ECONO) W/ 4 FEEDERS	Parts Book	Oper Manual	Schematic
0380 BRAVOPLUS	9145465	BRAVOPLUS SADDLE STITCHER	Parts Book	Oper Manual	Schematic
0380 BRAVOPLUS		BRAVOPLUS SADDLE STITCHER	Parts Book	Oper Manual	Schematic
0449	9145465	0449 THREE-KNIFE TRIMMER (BRAVO)	Parts Book	Oper Manual	Schematic
1509	55554444	1509 MINUTEMAN	Parts Book	Oper Manual	Schematic
1509	666555444	1509 MINUTEMAN	Parts Book	Oper Manual	Schematic
1522	55554444	3-KNIFE TRIMMER	Parts Book	Oper Manual	Schematic
1540	NN787438	APOLLO COUNTER STACKER	Parts Book	Oper Manual	Schematic
1576 ESPRIT	121212444	1576 ESPRIT THREE-KNIFE TRIMMER	Parts Book	Oper Manual	Schematic
1580	121212444	AMIGO BINDER	Parts Book	Oper Manual	Schematic
1585	AT2321313	1585 SIGMABINDER	Parts Book	Oper Manual	Schematic
ST100	FJ83484	HEIDELBERG SADDLE STITCHER ST100	Parts Book	Oper Manual	Schematic

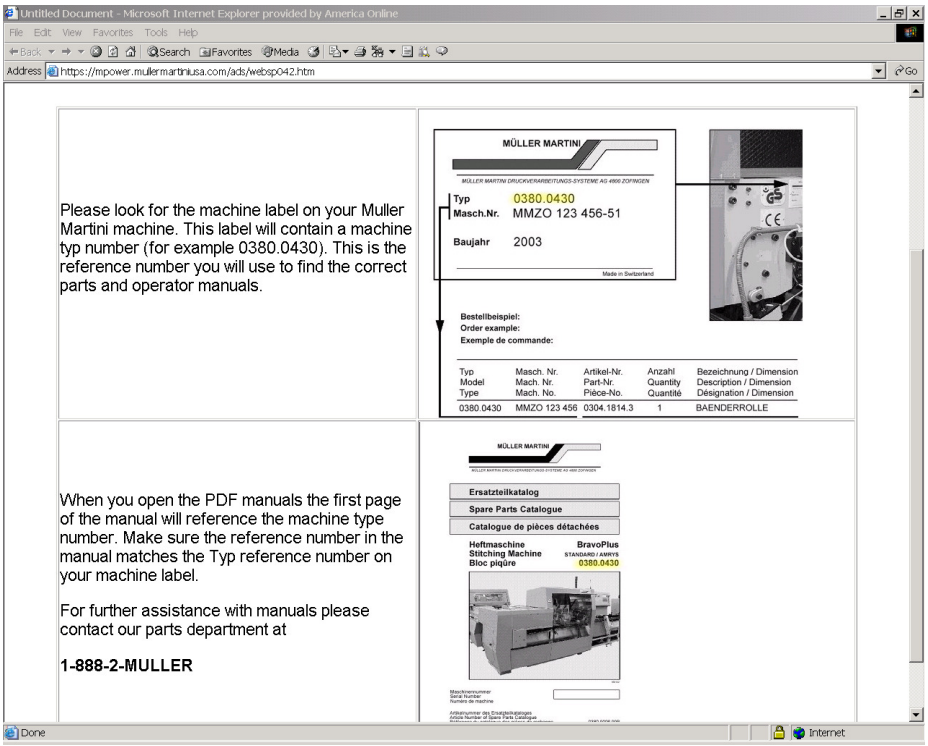
MULLER MARTINI MEGALIFE
TRIMMER KNIVES
Megalife knives will give you higher quality and longer knife life. Contact a parts specialist today at 1-888-2-MULLER.

Online Documentation

When you click on the Parts Book, Operator Manual or Schematic button you will see all of the available manuals for your machine.

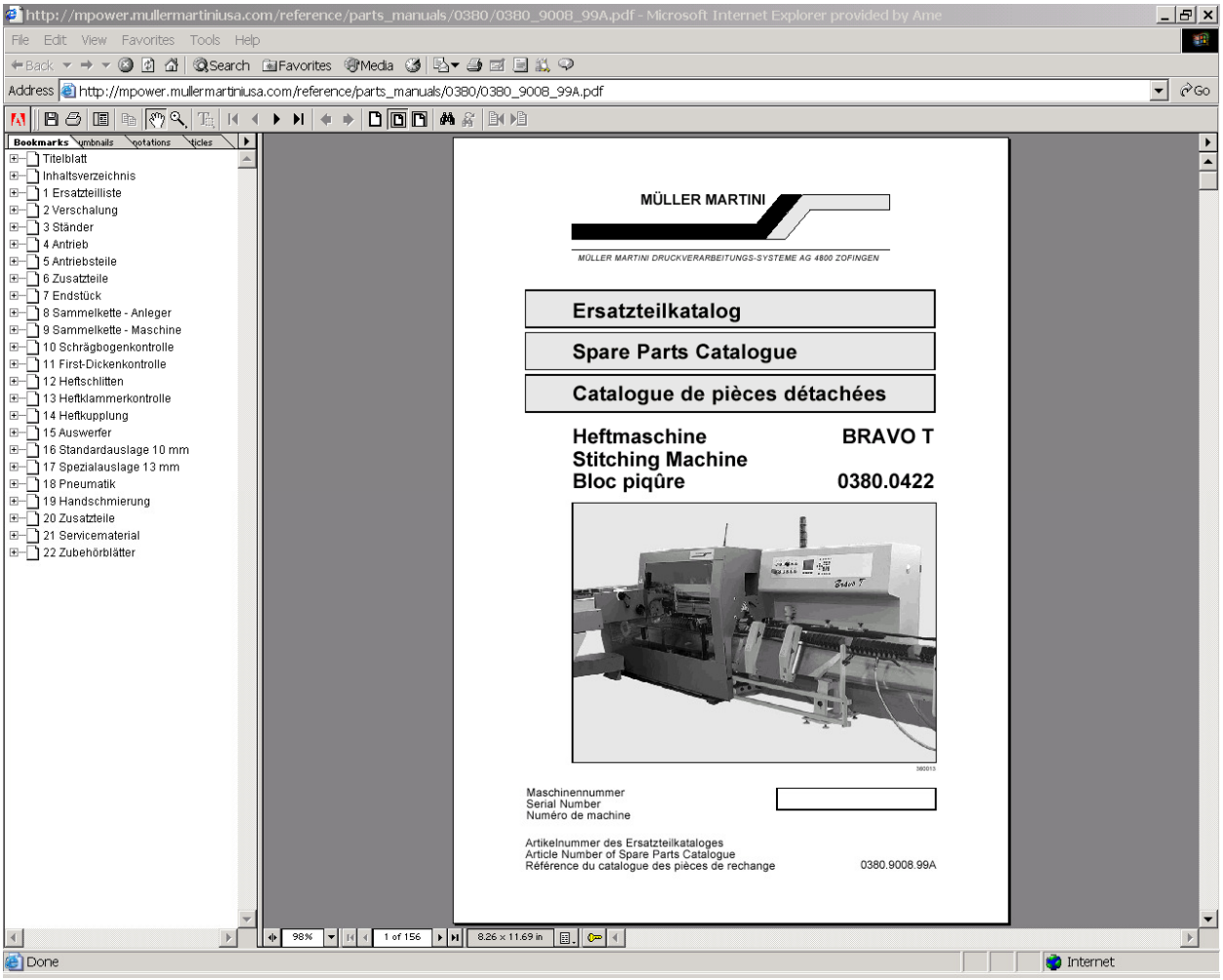


To find the proper manual for your machine you must obtain the Machine Type from the machine faceplate. This Machine Type number will be referenced on the first page of the manual.


Untitled Document - Microsoft Internet Explorer provided by America Online
Address https://mpower.mullermartinilusa.com/ads/websp042.htm
Please look for the machine label on your Muller Martini machine. This label will contain a machine typ number (for example 0380.0430). This is the reference number you will use to find the correct parts and operator manuals.
MÜLLER MARTINI
Typ 0380.0430
Masch.Nr. MMZO 123 456-51
Baujahr 2003
Made in Switzerland
Bestellbeispiel:
Order example:
Exemple de commande:
Typ Model Type
Masch. Nr. Mach. Nr. Mach. No.
Artikel-Nr. Part-Nr. Pièce-No.
Anzahl Quantity Quantité
Bezeichnung / Dimension Description / Dimension Désignation / Dimension
0380.0430 MMZO 123 456 0304.1814.3 1 BAENDERROLLE
When you open the PDF manuals the first page of the manual will reference the machine type number. Make sure the reference number in the manual matches the Typ reference number on your machine label.
For further assistance with manuals please contact our parts department at
1-888-2-MULLER
Ersatzteilkatalog
Spare Parts Catalogue
Catalogue de pièces détachées
Heftmaschine
Stitching Machine
Bloc piqûre
BravoPlus
0380.0430
Done
Internet

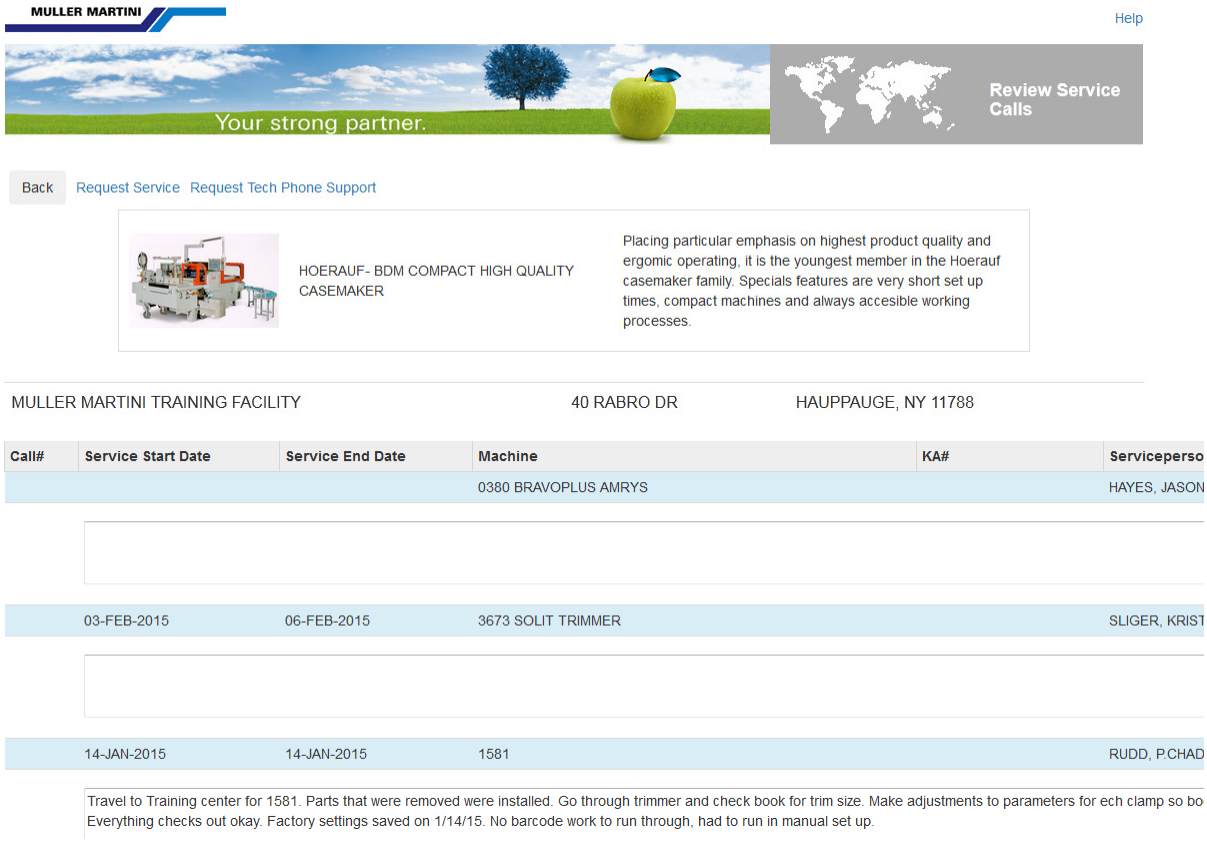
Online Documentation

Once you have found the proper manual you can view the PDF using Adobe Acrobat reader 6.0 or higher.



Review Service Calls

This screen will show all of your service call information for the past 2 years. It will show the date of the service, Machine model and KA#, serviceperson name and the comments from the signed service record sheet.


MULLER MARTINI
Help
Your strong partner.
Review Service Calls
Back
Request Service
Request Tech Phone Support
HOERAUF- BDM COMPACT HIGH QUALITY CASEMAKER
Placing particular emphasis on highest product quality and ergomic operating, it is the youngest member in the Hoerauf casemaker family. Specials features are very short set up times, compact machines and always accesible working processes.
MULLER MARTINI TRAINING FACILITY
40 RABRO DR
HAUPPAUGE, NY 11788
Call#
Service Start Date
Service End Date
Machine
KA#
Serviceperso
0380 BRAVOPLUS AMRYS
HAYES, JASON
03-FEB-2015
06-FEB-2015
3673 SOLIT TRIMMER
SLIGER, KRIST
14-JAN-2015
14-JAN-2015
1581
RUDD, P.CHAD
Travel to Training center for 1581. Parts that were removed were installed. Go through trimmer and check book for trim size. Make adjustments to parameters for ech clamp so bo
Everything checks out okay. Factory settings saved on 1/14/15. No barcode work to run through, had to run in manual set up.

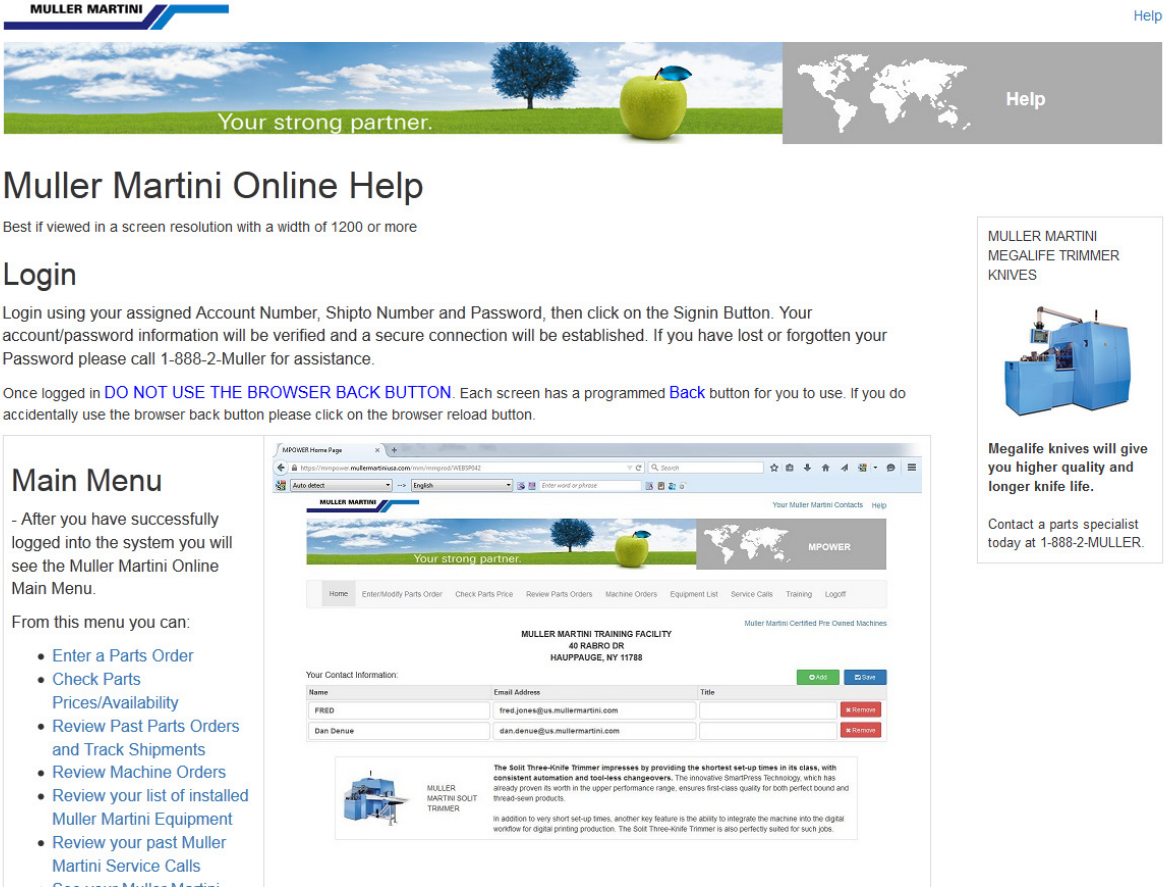
Request Service

Click the request service link to send an email requesting service.

Click the Request Tech Phone Support link to send an email requesting phone support

Online Help

Every screen has access to online help. Click on the **Help** link in the upper right hand corner of the screen and the help screen will appear:


MULLER MARTINI
Help
Your strong partner.
Help
Muller Martini Online Help
Best if viewed in a screen resolution with a width of 1200 or more
Login
Login using your assigned Account Number, Shipto Number and Password, then click on the Signin Button. Your account/password information will be verified and a secure connection will be established. If you have lost or forgotten your Password please call 1-888-2-Muller for assistance.
Once logged in DO NOT USE THE BROWSER BACK BUTTON. Each screen has a programmed Back button for you to use. If you do accidentally use the browser back button please click on the browser reload button.
Main Menu
- After you have successfully logged into the system you will see the Muller Martini Online Main Menu.
From this menu you can:
Enter a Parts Order
Check Parts Prices/Availability
Review Past Parts Orders and Track Shipments
Review Machine Orders
Review your list of installed Muller Martini Equipment
Review your past Muller Martini Service Calls
MULLER MARTINI TRAINING FACILITY
40 RABRO DR
HAUPPAUGE, NY 11788
MULLER MARTINI MEGALIFE TRIMMER KNIVES
Megalife knives will give you higher quality and longer knife life.
Contact a parts specialist today at 1-888-2-MULLER.

Your Muller Martini Contacts

This screen lists your sales manager, service managers, parts manager and electrical service manager contacts with phone numbers and e-mail addresses.

Vice President-Sales	Vice President-Operations	Parts Manager	Electrical Service Technical Phone Support Manager
Carrington Herbert	Dan Denue	Chris Nappi	James Blom
631-486-1352	631-486-1435	631-486-1449	631-486-1410
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MMSelect-Prepare your machine for the busy season

MMSelect - The best way to prepare your machine and operators for the upcoming busy season.

- Get your machines in top operating condition
- Prevent unscheduled downtime during your busiest seasons
- Provide additional training and production support for your operators
- Review workflow to insure the most efficient processes

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